

NATIONAL WEATHER SERVICE INSTRUCTION NWSI 60-2501

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Information Technology

NWS Radar Level II Data Dissemination Network

RADAR LEVEL II DATA TROUBLE REPORTING AND RESPONSE PROCEDURES

NOTICE: This publication is available at: <http://www.nws.noaa.gov/directives/>.

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Radar Level II Data Trouble Reporting and Response Procedures

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1. Introduction. This instruction supports the policy established for the National Weather Service (NWS) Radar Level II Data Dissemination Network as described in NWS Policy Directive (NDS) 60-25. The instruction delineates the trouble reporting procedures and the policy for responding to such reports.

2. Definitions.

2.1 Regional Level II Outage. A complete loss of a regional data stream, or network latencies exceeding defined limits.

2.2 Non-business Hours. “Non-business hours” are defined as weekday evenings, weekends, and holidays.

3. Monitoring. The NWS Office of the Chief Information Officer (OCIO) and the Telecommunications Operations Center (TOC) has established and maintains an automated monitoring system the sites can use for this purpose: <http://weather.noaa.gov/monitor/radar2/> . Telecommunications Gateway personnel will be alerted to failures of the flow of WSR-88D Level II data from the NWS regional headquarters across the Internet 2. Field sites should monitor the flow of Level II data from the WSR-88D systems they control at least twice daily.

4. Notification. Immediately upon determining that a regional Level II outage has occurred, Telecommunications Gateway personnel will implement the following procedures:

- a. Initiate telephone contact with the individuals on the Point of Contact (POC) list in the order provided until actual contact is made with an employee.

b. Log all calls made indicating date and time of the call, success or failure in reaching a designated individual, and time that the individual responsible for initiating resolution of the problem is contacted.

5. Trouble Ticket. In addition to logging in a record of trouble phone calls to the regional POC, the Gateway will establish a trouble ticket which will track the problem resolution in accordance with established procedures.

6. Response. Upon receipt of a regional Level II trouble report from the TOC, the notified POC, or his/her designee, will initiate troubleshooting in a manner consistent with a minimal service disruption. This applies whether the report is received during business or non-business hours. This may be done remotely, if possible, or by dispatching personnel to the location of the affected equipment, as required to correct the problem. Regional Headquarters personnel should provide the TOC with status reports on the cause of the outage, status of restorative actions, estimated time of restoration, and confirmation when the Level II data flow has been restored. The TOC will send these updates to users.